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MEDICAID ALERT

TO: All Providers

SUBJECT: November 2021 Payment Schedule

The South Carolina Department of Health and Human Services (SCDHHS) will operate on an updated schedule for Healthy Connections Medicaid claims submission and payments for one week in November 2021 to accommodate the 2021 Thanksgiving holiday.

Thursday, Nov. 25, 2021, and Friday, Nov. 26, 2021, have been designated as South Carolina state holidays. Due to the holidays, **claims must be submitted by 5 p.m. on Saturday, Nov. 20 to be included with the payment scheduled for Friday, Nov. 26.** Payments will run on Monday, Nov. 22 and electronic remittance advice will be available on Tuesday, Nov. 23. Payments will be dated Friday, Nov. 26.

Please refer any questions or concerns regarding this alert to the Provider Service Center (PSC) at (888) 289- 0709. The Provider Service Center's hours of operations are 7:30 a.m.-5 p.m. Monday-Thursday and 8:30 a.m.-5 p.m. Friday. The PSC will be closed on Thursday, Nov. 25, 2021, and Friday, Nov. 26, 2021, in observance of the Thanksgiving holiday.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.

